

Bank of North Dakota Operations Plan 2015 – 2017

Agency Name:

Bank of North Dakota

Agency Contact:

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Technology Strategy:

The Bank embraces a focused and balanced approach to improving efficiencies and processes through technology to complete its mission.

Technology Infrastructure:

- Servers
 - BND has a mixed server environment of Virtual and Stand-alone servers. The servers are administered and housed at ITD.
 - Microsoft Windows, Redhat Enterprise Linux and IBM OS400 are the operating systems required by the Bank's application.
 - ITD provides BND with the majority of hosting services. The Bank has a number of Application Service Providers which BND has received waivers.
 - AutoAAP – Affirmative Action Plan Software – waiver received 6/2011
 - FISERV PEP+ - Automated Clearinghouse (ACH) software – waiver received 9/2010
 - Quantivate, LLC – Vendor Management Software – waiver received 8/2010
 - SunGard – Portfolio accounting, Safe Keeping, and Fed Fund Sweep software – waiver received 10/2007
 - FundTech – Cash Management software – waiver received 12/30/2008
 - WatchDog Pro – FinCen and OFAC compliance software – 02/25/2010
 - ITD provides a 4 year replacement cycle for BND application servers

- Server Applications
 - **HELMS: Higher Education Loan Management System**
 - Service Student Loans
 - 5280 Solutions
 - The software is maintained by vendor and upgrades are implements by BND support staff
 - 15 years
 - **BND Core**
 - BND's core banking solution
 - FISERV
 - The software is maintained by vendor and upgrades are implemented by BND support staff
 - 20 years
 - **PGS Priority Guarantee System**
 - Guarantee student loans
 - BND/ITD development staff
 - The software is maintained by BND and ITD development staff
 - 15 years
 - **Fed-Funds**
 - BND's investment and fed-funds banking solution.
 - SunGard
 - The software is maintained by vendor and BND support staff assist with upgrades.
 - 15 years
 - **Bonds/Coupon**
 - BND's investment and bond register banking solution
 - BND/ITD development Staff (in the process of replacing Dela solution)
 - The software is maintained by BND and ITD development staff
 - 1 year

- **CRM**
 - BND's customer relationship management solution
 - Salesforce Solutions (hosting waiver received 8/2014)
 - The software is maintained and upgraded by the vendor
 - 15 years.
- **Mainframe**
 - Account Analysis and electronic bank files for state agencies
 - BND development staff
 - The software is maintained by BND development staff
 - 20 years
- **Secure Transport**
 - Managed file transfer application
 - Axway (in the process of replacing this application)
 - The software is maintained by the vendor and upgrades are implemented by BND support staff.
 - 1 year
- Desktops
 - A combination of Windows XP Professional (only 2 left due to vendor application compatibility) and Window 7 Professional
 - BND uses SCCM to manage desktop deployments
 - Hardware is on a 4 year replacement cycle
- Laptops
 - Windows 7 Professional
 - BND uses SCCM to manage laptop deployments
 - Hardware is on a 4 year replacement cycle
 - BitLocker Drive Encryption application
- Mobile Devices (tablets, smartphones, etc.)
 - BND has deployed a number of tablets to business users
 - The Bank support iPhones and Android smart phones
 - BND has created a guideline to address a combination of state supplied and personal devices
 - These devices are on an 18 month replacement schedule

- Client Applications
 - Refer to the BND Application List sent as a separate attachment
- Data
 - BND relies on ITD for our backup strategy. The majority of the Bank's systems use IBM XIV for disk replication to the states disaster recovery site. The AS400 is replicated using iTera technology.
 - BND processes electronic check files for state agencies. These files are transferred to different locations on the state network using secure and non-secure file transport.
- Planned Activities
 - Information Security activities proposed for 2015 – 2017 biennium
 - Network penetration testing
 - Social engineering testing
 - Security awareness training
 - Application replacements proposed for 2015 – 2017
 - Lotus Notes Application – used to track PACE Loans and Trust Activities
 - DELA Applications will be replaced by July 2015.
- Technologies being considered or investigated
 - Virtual Desktop – centralized desktop management
 - Data Warehouse
 - Risk Management ERM
 - FISERV ASP Environment
 - Managed File Transfer Replacement
 - Virtual Teller
 - Mobile Technology – Account access and payment
 - Account Analysis